# **Appendix**

# **Statistics Field Specifications**

The following fields will be described for the agent rows. The same field definitions will apply for agent data group and MU rows.

Important user notes: The agent data group and MU statistics that pertain to skills and queues that the logged-in agent has not used on the associated day will be hidden. There will be no rows shown for those skills and queues, and the numbers for those skills and queues will not be included in the agent data group and MU totals for the day. This is done so that the agent's performance is only compared with the performance of other agents who answer the same types of calls as the logged-in agent.

For all of the agent calculations shown in this section, "AllRecordsForTheEntityForTheAgentForTheDate" refers to the dbAgtRes records that match the following criteria:

- entity\_type and entity\_id fields match the entity (the skill or the queue) for which the calculation is being done
- agent is the ID of the agent for whom the calculation is being done
- · date is the date for which the calculation is being done

For all of the agent data group calculations shown in this section, "AllRecordsForTheEntityForAgentsInTheGroupForTheDate" refers to the dbAgtRes records that match the following criteria:

- entity\_type and entity\_id fields match the entity for which the calculation is being done
- agent belongs to the same agent data group as the logged-in agent
- date is the date for which the calculation is being done

For all of the MU calculations shown in this section, "AllRecordsForTheEntityForAgentsInTheMUForTheDate" refers to the dbAgtRes records that match the following criteria:

- entity\_type and entity\_id fields match the entity for which the calculation is being done
- agent belongs to the same MU as the logged-in agent on the current date (Please note that agents may not have belonged to this MU on the date for which the calculation is being done, but they will still be included in the calculation if they currently belong to this MU.)
- · date field matches the date for which the calculation is being done



- Description This is the total number of incoming calls that the logged-in agent took on the associated day. For skill and queue rows, this will be the number of the agent's incoming calls that are associated with the skill or queue.
- Data Type Integer, formatted with no commas
- Access Restrictions Read Only
- Notes The calculations for a specific skill or queue (entity) for an agent, agent
  data group, and MU follow. The total In Calls for a day will be the sum of all
  entity-specific In Calls fields for the day. nealls is the name of the field in
  dbAgtRes used to calculate InCalls.

 $AgentInCalls = \sum_{\begin{subarray}{c} AllRecordsForTheEntityForTheAgentForTheDate\end{subarray}} ncalls$ 

 $AgentDataGroupInCalls = \frac{AllRecordsForTheEntityForAgentsInTheGroupForTheDate}{NumberOfDifferentAgentsForWhomRecordsWereCounted}$ 

 $MUInCalls = \frac{\sum_{\substack{AllRecordsForTheEntityForAgentsInTheMUForTheDate}}{NumberOfDifferentAgentsForWhomRecordsWereCounted}$ 

#### Talk Time

- Description This is the total amount of time that the logged-in agent spent on
  incoming calls on the associated day. For skill and queue rows, this will be the
  amount of time the agent spent on incoming calls associated with the skill or
  queue.
- Data Type Time, formatted as specified by the user
- Access Restrictions Read Only
- Notes The calculations for a specific entity for an agent, agent data group, and MU follow. The total Talk Time for a day will be the sum of all entity-specific Talk Time fields for the day. intime is the name of the field in dbAgtRes used to calculate TalkTime.

 $AgentTalkTime = \sum_{\begin{subarray}{c} AllRecordsForTheEntityForTheAgentForTheDate\end{subarray}} in time$ 

 $AgentDataGroupTalkTime = \frac{\sum_{\substack{AllRecordsForTheEntityForAgentsInTheGroupForTheDate}}{NumberOfDifferentAgentsForWhomRecordsWereCounted}$ 

 $MUTalkTime = \frac{\sum_{\substack{All RecordsForThe Entity For Agents In The MUFor The Date}} intime}{Number Of Different Agents For Whom Records Were Counted}$ 

#### Work Time

- Description This is the total amount of time that the logged-in agent spent in
  after call work on the associated day. For skill and queue rows, this will be the
  amount of after call work time spent on calls associated with the skill or queue.
- Data Type Time, formatted as specified by the user
- Access Restrictions Read Only

 Notes - The calculations for a specific entity for an agent, agent data group, and MU follow. The total Work Time for a day will be the sum of all entity-specific Work Time fields for the day. worktime is the name of the field in dbAgtRes used to calculate WorkTime.

$$AgentDataGroupWorkTime = \frac{\sum_{\substack{AllRecordsForTheEntityForAgentsInTheGroupForTheDate}}{NumberOfDifferentAgentsForWhomRecordsWereCounted}$$

$$MUWorkTime = \frac{\sum_{\substack{AllRecordsForTheEntityForAgentsInTheMUForTheDate}}{NumberOfDifferentAgentsForWhomRecordsWereCounted}$$

## **Total Time**

- Description This is the agent's Talk Time plus Work Time.
- Data Type Time, formatted as specified by the user
- Access Restrictions Read Only
- Notes The calculations for an agent, agent data group, and MU follow. These
  calculations will be used for skill and queue rows as well as daily total rows.

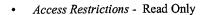
AgentTotalTime = AgentTalkTime + AgentWorkTime

AgentDataGroupTotalTime = AgentDataGroupTalkTime + AgentDataGroupWorkTime

MUTotalTime = MUTalkTime + MUWorkTime

#### **ATT**

- Description This is the logged-in agent's average talk time.
- Data Type Time, formatted as specified by the user



• Notes - The calculations for an agent, agent data group, and MU follow. These calculations will be used for skill and queue rows as well as daily total rows.

$$AgentATT = \frac{AgentTalkTime}{AgentInCalls}$$

$$AgentDataGroupATT = \frac{AgentDataGroupTalkTime}{AgentDataGroupInCalls}$$

$$MUATT = \frac{MUTalkTime}{MUInCalls}$$

## **AWT**

- Description This is the logged-in agent's average work time.
- Data Type Time, formatted as specified by the user
- · Access Restrictions Read Only
- Notes The calculations for an agent, agent data group, and MU follow. These
  calculations will be used for skill and queue rows as well as daily total rows.

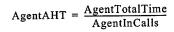
$$AgentAWT = \frac{AgentWorkTime}{AgentInCalls}$$

$$AgentDataGroupAWT = \frac{AgentDataGroupWorkTime}{AgentDataGroupInCalls}$$

$$MUAWT = \frac{MUWorkTime}{MUInCalls}$$

# **AHT**

- Description This is the logged-in agent's average handle time.
- Data Type Time, formatted as specified by the user
- Access Restrictions Read Only
- Notes The calculations for an agent, agent data group, and MU follow. These
  calculations will be used for skill and queue rows as well as daily total rows.



$$AgentDataGroupAHT = \frac{AgentDataGroupTotalTime}{AgentDataGroupInCalls}$$

# $MUAHT = \frac{MUTotalTime}{MUInCalls}$

### **Out Calls**

- Description This is the total number of outgoing calls that the logged-in agent
  made on the associated day. For skill and queue rows, this will be the number of
  the agent's outgoing calls that are associated with the skill or queue.
- · Data Type Integer, formatted with no commas
- Access Restrictions Read Only
- Notes The calculations for a specific entity for an agent, agent data group, and MU follow. The total Out Calls for a day will be the sum of all entity-specific Out Calls fields for the day. outcalls is the name of the field in dbAgtRes used to calculate OutCalls.

$$AgentOutCalls = \sum_{\begin{subarray}{c} AtlRecordsForTheEntityForTheAgentForTheDate} \end{subarray}} outcalls$$

 $AgentDataGroupOutCalls = \frac{\sum_{\substack{AllRecordsForTheEntitvForAgentsInTheGroupForTheDate}}{NumberOfDifferentAgentsForWhomRecordsWereCounted}$ 

## Out Time

Description - This is the total amount of time that the logged-in agent spent on
outgoing calls on the associated day. For skill and queue rows, this will be the
amount of outgoing time the agent spent on calls associated with the skill or
queue.

- Data Type Time, formatted as specified by the user
- · Access Restrictions Read Only
- Notes The calculations for a specific entity for an agent, agent data group, and MU follow. The total Out Time for a day will be the sum of all entity-specific Out Time fields for the day. outtime is the name of the field in dbAgtRes used to calculate OutTime.

 $AgentOutTime = \sum_{AllRecordsForTheEntityForTheAgentForTheDate} outtime$ 

 $AgentDataGroupOutTime = \frac{\sum_{\substack{AllRecordsForTheEntityForAgentsInTheGroupForTheDate}}{NumberOfDifferentAgentsForWhomRecordsWereCounted}$ 

 $MUOutTime = \frac{\sum_{\substack{AllRecordsForTheEntityForAgentsInTheMUForTheDate \\ NumberOfDifferentAgentsForWhomRecordsWereCounted}}$ 

### **System Time**

- Description This is the total amount of time that the agent spent logged in to the ACD on the associated day. For skill and queue rows, this will be the agent's login time associated with that skill or queue.
- Data Type Time, formatted as specified by the user

- · Access Restrictions Read Only
- Notes The calculations for a specific entity for an agent, agent data group, and MU follow. The total System Time for a day will be the sum of all entity-specific System Time fields for the day. logontime is the name of the field in dbAgtRes used to calculate SystemTime.

 $AgentDataGroupSystemTime = \frac{\sum_{\substack{AllRecordsForTheEntityForAgentsInTheGroupForTheDate \\ NumberOfDifferentAgentsForWhomRecordsWereCounted}}$ 

 $MUSystemTime = \frac{\sum_{\substack{AllRecordsForTheEntityForAgentsInTheMUForTheDate}}{NumberOfDifferentAgentsForWhomRecordsWereCounted}$ 

#### **Totals Section**

There will be another section, labeled "Totals," shown below the call statistics section. The user will be able to size the two sections so that more rows will be visible in one or the other; increasing the height in one section will decrease the height in the other section. The two sections will also be scrolled together, so that the columns in the Totals section are always in line with the associated columns in the main section.

The Totals section will show each column's total for the entire date range. The same tree control format will be used in the Totals section as is used in the main statistics section, so that the agent's totals for the date range are shown on the first 'parent' row, with the agent data group totals and MU totals in two 'child' rows below it. Also, as in the main statistics section, the totals for each skill and queue for which the agent has data will be shown as a 'parent' row, with the agent data group and MU totals for that skill or queue shown as 'child' rows below it.

- [-] <From Date> <To Date> <Agent's total call stats for the date range> <Agent Data Group's total call stats for the date range> <MU's total call stats for the date range>
  - [-] <Agent's call stats for the date range for Skill\_A> <Agent Data Group's call stats for the date range for Skill\_A> <MU's call stats for the date range for Skill\_A>
  - [-] <Agent's call stats for the date range for Skill\_Z> <Agent Data Group's call stats for the date range for Skill\_Z> <MU's call stats for the date range for Skill\_Z>
  - [-] <Agent's call stats for the date range for Queue\_1> <Agent Data Group's call stats for the date range for Queue\_1> <MU's call stats for the date range for Queue\_1>
  - [-] <Agent's call stats for the date range for Queue\_n> <Agent Data Group's call stats for the date range for Queue\_n> <MU's call stats for the date range for Queue\_n>

Figure 1 - Totals Section Data Format

The selected comparison method will be applied to the Totals section as it is to the main statistics section. That is, if the user has selected 'None' as the comparison method, then the agent data group and MU totals will be shown on the agent data group and MU rows.

If the comparison method is 'Difference' then the data shown on the agent data group and MU rows will be the difference between the agent totals and the group or MU totals (that is, (Agent.number - Group.number) and (Agent.number - MU.number)); in this case, the color of the text will be determined using the field thresholds, as in the main statistics section.

If the comparison method is 'Percent Difference' then the data shown on the agent data group and MU rows will be the difference between the agent totals and the group or MU totals, shown as a percentage of the group or MU totals (that is, (Agent.number -Group.number) and (Agent.number - MU.number)); again, the color of the text will be determined using the over and under thresholds for each field, as in the main section.

The calculations that are used for each of the fields in the Totals section follow.

#### In Calls

The agent's total incoming calls for the range of days will be the sum of the agent's In Calls for each day. The agent data group's total incoming calls for the range will be the sum of the group's In Calls for each day, and the same is true for the MU.

Entity-specific In Calls fields in this section will show the sum of the entity-specific In Calls fields for each day in the range for the agent, the agent data group, and the MU.

$$AgentInCallsForTheRange = \sum_{EachDayInTheRange} AgentInCalls$$

$$GroupInCallsForTheRange = \sum_{EachDayInTheRange} AgentDataGroupInCalls$$

$$MUInCallsForTheRange = \sum_{EachDayInTheRange} MUInCalls$$

#### Talk Time

The agent's total talk time for the range of days will be the sum of the agent's Talk Time fields for each day. The agent data group's total talk time for the range will be the sum of the group's Talk Time fields for each day, and the same is true for the MU.

Entity-specific Talk Time fields in this section will show the sum of the entity-specific Talk Time fields for each day in the range for the agent, the agent data group, and the MU.

$$AgentTalkTimeForTheRange = \sum_{EachDayInTheRange} AgentTalkTime$$

$$Group Talk Time For The Range = \sum_{Each Day In The Range} Agent Data Group Talk Time$$

$$MUTalkTimeForTheRange = \sum_{EachDayInTheRange} MUTalkTime$$



The agent's total work time for the range of days will be the sum of the agent's Work Time fields for each day. The agent data group's total work time for the range will be the sum of the group's Work Time fields for each day, and the same is true for the MU.

Entity-specific Work Time fields in this section will show the sum of the entity-specific Work Time fields for each day in the range for the agent, the agent data group, and the MU.

$$AgentWorkTimeForTheRange = \sum_{EachDayInTheRange} AgentWorkTime$$

$$GroupWorkTimeForTheRange = \sum_{EachDayInTheRange} AgentDataGroupWorkTime$$

$$MUWorkTimeForTheRange = \sum_{EachDayInTheRange} MUWorkTime$$

#### Total Time

The agent's Total Time for the range will be the sum of the agent's total talk time and total work time. The same is true for the agent data group and the MU.

The Total Time for skill and queue rows will show the sum of the Talk Time and Work Time fields on the same row.

AgentTotalTimeForTheRange = AgentTalkTimeForTheRange + AgentWorkTimeForTheRange

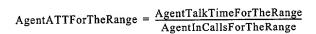
Group Total Time For The Range = Group Talk Time For The Range + Group Work Time For The Range + Group Talk Time For The Talk Time For The Range + Group Talk Time For The T

MUTotal Time For The Range = MUTalk Time For The Range + MUW or k Time For The For The Range + MUW or k Time For The For The

#### ATT

The agent's average talk time for the range will be the agent's total talk time for the range divided by the agent's total incoming calls for the range. The same is true for the agent data group and the MU.

The ATT value for entity-specific rows in this section will be determined by dividing the Talk Time by the In Calls for the same row.



$$Group ATTFor The Range = \frac{Group Talk Time For The Range}{Group In Calls For The Range}$$

$$MUATTFor The Range = \frac{MUTalk Time For The Range}{MUIn Calls For The Range}$$

#### **AWT**

The agent's average work time for the range will be the agent's total work time for the range divided by the agent's total incoming calls for the range. The same is true for the agent data group and the MU.

The AWT value for entity-specific rows in this section will be determined by dividing the Work Time by the In Calls for the same row.

$$AgentAWTForTheRange = \frac{AgentWorkTimeForTheRange}{AgentInCallsForTheRange}$$

GroupAWTForTheRange = 
$$\frac{GroupWorkTimeForTheRange}{GroupInCallsForTheRange}$$

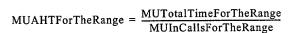
$$MUAWTForTheRange = \frac{MUWorkTimeForTheRange}{MUInCallsForTheRange}$$

#### **AHT**

The agent's average handle time for the range will be the agent's total time for the range divided by the agent's total incoming calls for the range. The agent data group and MU AHT will be calculated in the same way.

The AHT value for entity-specific rows in this section will be determined by dividing the Total Time by the In Calls for the same row.

$$AgentAHTForTheRange = \frac{AgentTotalTimeForTheRange}{AgentInCallsForTheRange}$$



#### **Out Calls**

The agent's total outgoing calls for the range will be the sum of the agent's Out Calls for each day in the range. The agent data group's total outgoing calls will be the sum of the group's Out Calls for each day in the range and the same is true for the MU.

The total outgoing calls for the entity-specific rows will be the sum of the entity-specific Out Calls fields for each day in the range.

$$AgentOutCallsForTheRange = \sum_{EachDayInTheRange} AgentOutCalls$$

$$GroupOutCallsForTheRange = \sum_{EachDayInTheRange} AgentDataGroupOutCalls$$

$$MUOutCallsForTheRange = \sum_{EachDayInTheRange} MUOutCalls$$

#### **Out Time**

The agent's total outgoing time for the range of days will be the sum of the agent's Out Time fields for each day. The agent data group's total outgoing time for the range will be the sum of the group's Out Time fields for each day, and the same is true for the MU.

Entity-specific Out Time fields in this section will show the sum of the entity-specific Out Time fields for each day in the range for the agent, the agent data group, and the MU.

$$AgentOutTimeForTheRange = \sum_{EachDayInTheRange} AgentOutTime$$





$$GroupOutTimeForTheRange = \sum_{EachDayInTheRange} AgentDataGroupOutTime$$

$$MUOutTimeForTheRange = \sum_{EachDayInTheRange} MUOutTime$$

# **System Time**

The agent's total system time for the range of days will be the sum of the agent's System Time fields for each day. The same is true for the agent data group and the MU.

Entity-specific System Time fields in this section will show the sum of the entity-specific System Time fields for each day in the range for the agent, the agent data group, and the MU.

$$AgentSystemTimeForTheRange = \sum_{EachDayInTheRange} AgentSystemTime$$

$$Group System Time For The Range = \sum_{Each Day In The Range} Agent Data Group System Time$$

$$MUSystemTimeForTheRange = \sum_{EachDayInTheRange} MUSystemTime$$